



## Connecticut

### **Senate Bill 747, An Act Prohibiting “On-Call” Shift Scheduling.**

Labor and Public Employees Committee

February 16, 2017

The Home Care Association of America was founded on the principle that quality private duty home care has one model of care: to employ, train, monitor and supervise caregivers; create a plan of care for the client; and work toward a safe and secure environment for the person at home. Members of Home Care Association of America-Connecticut (HCAOA-CT) employ several thousand caregivers providing quality care to thousands of elderly consumers across the state.

Proposed Senate Bill 747 would prohibit the employment practice of requiring an employee to call an employer prior to a scheduled shift to confirm that the employee is needed for the shift, and require employers to give an employee at least 24 hours prior notice if the employee is not needed to work a scheduled shift.

Such a requirement would be unworkable in practice in the home care industry, where agency owners schedule clients at least two weeks in advance of placing a caregiver in a home. Home care agencies would be penalized if they had to change an employee's schedule at the last minute, even if the circumstances necessitating the change were outside the agency's control.

Home care agency owners do their best to minimize scheduling changes so as not to disrupt the care of elderly consumers. However, the nature of home care requires unexpected changes in scheduling, often with little or no notice.

Shift and schedule changes can occur for a myriad of reasons. For example, clients – often frail, elderly or disabled persons – may be admitted to the emergency room or hospital for an illness on short notice, requiring a last-minute change in caregiver or scheduling.

Additionally, the schedule of caregivers often changes with little notice to the elderly consumer, agency or her supervisor. Again, agency owners work with their staff to minimize such changes but recognize it is a part of the lives of busy employees today. Senate Bill 747, in order to be balanced and fair, should apply to employee changes as well.

Senate Bill 747 would be too disruptive in the home care industry and could adversely affect the quality care and companionship provided by the vast majority of home care agencies. Owners are trying to manage many different issues and to impose these

additional restrictions would make it even more challenging to compete in a competitive marketplace. The bill could even have the unintended consequence of disrupting the care of elderly consumers.

Thus, HCAOA-CT respectfully requests that the Labor Committee not act on the bill. However, at a minimum, homemaker-companion agencies should be excluded from the application of the bill before it is approved.

Please contact Ray Boller, Chairman of Home Care Association of America-Connecticut, at (203) 883-8560, if you have any questions or if you need additional information.